

1. Cristina Amedeo

- a. 211 calls are address systematically. Any question can be addressed or they will provide a referral:
 - i. Daycare, shelter, gamblers hotline, heating assistance, substance abuse hotline.
- b. The POINT provides more particular services.
 - i. The data is collected according to the program they are referred to. An assessment is made of their needs more broadly than whatever program they're referred out to.
 - ii. The state health insurance program is the most comprehensive. Engages individuals in the programs they're eligible for and helps to enroll them.

2. Rhonda Schwartz

- a. DEA opened the POINT in 2005 and initially, it was a call center and did not provide any wrap around services. This model has evolved to where we have main statewide POINT Office (here in RI 462-4444 number rings in Providence).
- b. There are 9 regional points which support the state headquarters. United Way covers Providence as the regional POINT for this area as well.. The Providence POINT handles 25,000 calls every 6 months. The regional offices cover half of that among all of them. The regional offices deal more often with walk-ins and one-on-one sessions.
- c. The POINT program is continuing to evolve and its part of the RI ADRC (Aging and Disability Resource Center). ADRC must provide case management services so as of July 1st, all of the case management agencies are formal operating partners with the ADRC. The POINT can refer to those agencies for additional management services.
- d. Options Counseling: This is handled a bit differently depending on the POINT office you speak to. AOA is working on standardizing this a bit. There were draft standards that came out in June, but nothing formal as of yet.
 - i. DEA is working to make each POINT location's approach to options counseling more uniform.
 - ii. There is supplemental funding under the Money Follows the Person (MFP) program to standardized options counseling training across each location. MFP is aimed at individuals who are currently living in an institution but who –with supports – are able to move back into the community. This will roll out over the next several months. The federal government has indicated it may also provide some funding for this effort.

- iii. Benefits counseling is done under the SHIP program (private programs/public programs eligibility).
- e. Options counseling is figuring out what your future long-term care supports and services may be and how they may evolve and what your needs and wants will be down the road and then working to match available programs with those identified needs.
 - i. One issue is that this planning often does not occur until the person is in crisis. Advanced planning would be ideal and they're going to be working on this.
- f. The state has stronger options counseling for publically financed programs, but there is far less counseling for privately funded supports and services. What does exist covers long term care insurance, reverse mortgages, etc.
- g. Someone mentioned Senior Placement of New England – they advise seniors on long-term care, the global waiver services available, home care services, etc.
- h. Another person suggested that seniors and families also need someone to help sell their home in order to go into long-term care. There are a few realtors – senior realtors who can help with this.
- i. Someone brought up the point that often – such as at West Bay CAP – it's hard to help private pay person even to get them a ride to visit an assisted living facility. Nurses cannot transport clients.
- j. Cheryl Friedman said that she is one of them. She has done presentations on Alzheimer's with Dr. Stoukides. Can DEA give them some kind of blessing? Otherwise, its uncomfortable referring them to these individuals.
- k. The group agreed that resources are scattered and no one knows of one place to go to find answers. People want a process map and they want a place to go to learn about options such as transportation services, elder law attorneys or attorneys who specialize in helping older residents sell their home to become eligible for long-term care assistance, etc.
 - i. A nurse case manager mentioned that it shouldn't be that for every case you start from scratch – there should be at least some core things that you always do or start with...
- l. The pocket manual provided by DEA is a starting place. This is going to be available in additional languages.
- m. Standards required for the ADRCs: Rhonda continued...
- n. The broad set of standards talk about fully functioning resource center. Healthcentric Advisors is helping them to improve their quality – they've gone through each element of the fully functioning criteria.
- o. ADRC's website provides them with technical assistance and best practices, ideas and best practices from other states.
- p. They are hoping for final standards to come out from federal level on options counseling.
- q. The state wants to apply for balancing incentives program and the 3 qualifications for a fully functioning ADRC, case management, "no wrong door" and "single point of entry."

- r. Calls/data:
 - a. The vast majority of calls involve prescription assistance and Medicare/Medicaid
 - b. They're working to improve data collection to better understand their call volume and the breakdown of services/assistance being sought.
 - i. REC: working to point where they could be getting level of data that would tell us who is and how many are calling about dementia. Hoping to procure new database and would be open to input about what kind of data they should be looking to obtain.
 - c. The main state office operating under the ADRC grant has a very detailed process with very good and reliable records, but the regional points aren't quite at that level.
 - d. Cristina Amedeo mentioned that there are some transportation calls – where folks need transportation getting to and from adult day centers.
 - i. Also, their Wellness Van does visits: blood pressure, flu shots, screenings (cholesterol, skin scans, etc.). This is for anyone (it is run by BCBS). It tends to go to Crossroads, senior centers, C-Caps, central falls school department...
3. The meeting was adjourned.